

The St Thomas Medical Group
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Date as postmark

«PATIENT_Title» «PATIENT_Forename1» «PATIENT_Surname»
«PATIENT_House»
«PATIENT_Road»
«PATIENT_Locality»
«PATIENT_Town» «PATIENT_Postcode»

Dear «PATIENT_Title» «PATIENT_Surname»

Patient Reference Group

Meeting Monday 17th March, 6pm at St Thomas Health Centre

It is now time to meet with our Group again and I hope that you will be able to attend the above meeting, please find enclosed the proposed Agenda.

Our new telephone system will be installed in the next few weeks and, as agreed at our last meeting, I have attached a list of our proposed "*Telephone Message Options*".

Would you please be kind enough to let me know, by the end of February, if there are any changes you wish to propose?

I would be grateful if you would let me know if you are able to join us on 17th March so that I can organise light refreshments! Tel: Exeter 676648 or email marionlong@nhs.net

Many thanks for your help and participation and I look forward to seeing you in March.

Kind regards.

Yours sincerely

Marion Long
For and on behalf of the Patient Reference Group

Enc.

Email to on "Virtual" Members

Dear Group Member

Patient Reference Group

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Many thanks for your help and participation and I look forward to seeing you in March.

Kind regards.

AGENDA

PRG MEETING

MONDAY 17TH MARCH 2014

1. Welcome
2. Minutes of Last Meeting
3. Where we are now in relation to our Current Action Plan:
 - a. Installation of new Telephone System
 - b. Text Cancellation Service
 - c. Access for everyone - particularly those with disabilities
 - d. Parking
4. Report on findings of latest Patient Survey
5. Volunteers to represent St Thomas PRG at some of the sub locality PPG meetings in Exeter as well representing us at some of the Clinical Commission Group meetings
6. Any other business